



Cap Rock Telephone Cooperative, Inc.


P.O. BOX 300 - SPUR, TEXAS 79370
(806) 271-3336 FAX (806) 271-3601

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 24 day of January 2012, and being a duly authorized officer of Cap Rock Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Jim Whitefield
Executive Vice President
& General Manager

PROJECT NO. 39301

UTILITY: Cap Rock Telephone

QUARTER ENDING Dec. 31, 2011

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TELEPHONE SERVICE QUALITY REPORT

REPORT MONTHS

	Objective	Oct	Nov	Dec
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	95%	95%	95%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.6%	0.7%	0.7%
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0%	0%	0%

Contact Name: Jim Whitefield

Contact Telephone Number: 806 271 3336

Revised October 2006



Cap Rock Telephone Cooperative, Inc.

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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 21 day of October 2011, and being a duly authorized officer of Cap Rock Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.

Jim Whitefield
Executive Vice President
& General Manager

PROJECT NO. 39301

UTILITY: Cap Rock Telephone

QUARTER ENDING Sept. 30, 2011

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	95%	95%	95%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.5%	0.7%	0.8 %
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0 %	.003%	0%

Contact Name: Jim Whitefield

Contact Telephone Number: 806 271 3336

Revised October 2006



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STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 1st day of August 2011, and being a duly authorized officer of Cap Rock Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Jim Whitefield
Executive Vice President
& General Manager

PROJECT NO. 39301

UTILITY: Cap Rock Telephone

QUARTER ENDING June 30, 2011

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Apr</u>	<u>May</u>	<u>June</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	95%	95%	95%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	1.1%	1.0%	1.2 %
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0 %	0%	0%

Contact Name: Jim Whitefield

Contact Telephone Number: 806 271 3336

Revised October 2006



Cap Rock Telephone Cooperative, Inc.

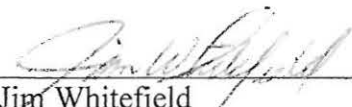
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(806) 271-3336 FAX (806) 271-3601

STATEMENT OF ATTESTATION

STATE OF TEXAS

COUNTY OF DICKENS

I, Jim Whitefield, the attestator, sign my name to this instrument this 28th day of April 2011, and being a duly authorized officer of Cap Rock Telephone Cooperative, Inc. do hereby declare and affirm that the attached report titled Telephone Service Quality Report was prepared with my personal knowledge and the information contained therein is true and correct.



Jim Whitefield
Executive Vice President
& General Manager

PROJECT NO. 39301

UTILITY: Cap Rock Telephone

QUARTER ENDING March 31, 2011

TELEPHONE SERVICE QUALITY REPORT				
		<u>REPORT MONTHS</u>		
	<u>Objective</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>
<u>SERVICE ORDERS</u>				
% Regular orders completed in 5 working days	90%	100%	100%	100%
% Primary orders completed in 5 working days	95%	100%	100%	100%
% Installation commitments met	90%	100%	100%	100%
% All Orders Completed in 30 days	99%	100%	100%	100%
% All Orders Completed in 90 days	100%	100%	100%	100%
<u>ANSWER TIME</u>				
Toll & Assistance ("0") answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Directory assistance answer time				
Average answer time in seconds (or 85% within ten seconds)	85%	N/A	N/A	N/A
Repair service answer time				
Average answer time in seconds (or 90% within twenty seconds)	90%	95%	95%	95%
<u>TROUBLE REPORTS</u>				
Customer trouble reports per 100 access lines	6.0	0.4%	0.6%	0.7 %
% of out-of-service reports cleared in 8 working hours	90%	100%	100%	100%
% Repeated Trouble Reports	22%	0 %	0%	0%

Contact Name: Jim Whitefield

Contact Telephone Number: 806 271 3336

Revised October 2006